

# Your medical alarm and the **nbn**<sup>TM</sup> network

Important information for users, carers and families



Australia's  
broadband  
network

This brochure contains more information on the **nbn**™ network and how it affects your medical alarm.



## What is the **nbn**™ network?

It's Australia's new landline phone and internet network, designed to give Australians access to fast and reliable phone and internet services.

## What does it mean for you?

The **nbn**™ network will replace most of the existing landline phone and internet networks. It also involves new technologies, which some existing devices may not be compatible with.

That means if you have a medical alarm, it's important that you register it with **nbn** and call your medical alarm provider for advice and to find out if your service will work on the **nbn**™ network. Make sure you do this well before your existing landline phone network is disconnected.\*

\*Services provided over the **nbn**™ network will be replacing phone and internet services provided over most of the existing landline networks, including copper and the majority of HFC networks within the fixed line footprint. Existing fibre networks include in-building, health and education networks. Some special services may not be affected. To find out if your landline phone and internet services will be affected, please contact your current phone or internet provider. The rollout of the **nbn**™ network will involve new technologies and some existing devices (including many medical alarms, autodiallers and emergency call buttons) may not be compatible with these at all times. You should contact your device provider to find out if your alarm or other device will work when connected to the **nbn**™ network and what alternative solutions are available. The switch off date is subject to change. For more information, visit [nbn.com.au/switchoff](http://nbn.com.au/switchoff) or call 1800 687 626.



## Your medical alarms and the nbn™ network

Most medical alarms are connected to your phone line – so they can call for help if you need it.

As the nbn™ network is replacing most existing landline phone and internet networks in your area, some important services may not keep working. These include:\*

- Medical alarms
- Professionally monitored medical alarms
- Family and friend autodiallers/emergency call buttons
- Priority Assistance Service.

## Call your medical alarm provider for advice on keeping your services working.

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## Register your medical alarm with nbn

Registering your alarm is free and helps us identify homes where support may be needed to help minimise a break in services.

To register, visit:

[nbn.com.au/medicalregister](https://nbn.com.au/medicalregister)  
or call **1800 227 300**, 9am to 5pm AEST, Monday to Friday.



### Power blackout

It's unlikely that devices connected over the **nbn**<sup>™</sup> network will work during a power blackout. Consider having an alternative form of communication handy, such as a charged mobile phone.

If you have a safety critical device (e.g. medical alarm, fire alarm or emergency lift phone), speak to your device or service provider about alternative solutions.

## Contact your medical alarm provider today

Call your medical alarm, autodialler or emergency call button provider to find out if your device is compatible with the **nbn**<sup>™</sup> network.

If you have a Priority Assistance Service, you'll need to contact a phone or internet provider and tell them you need the same service levels over the **nbn**<sup>™</sup> network.

### Questions to ask your provider

- 1 Will my alarm work properly when connected to the **nbn**<sup>™</sup> network?
- 2 Will my alarm be able to dial out during a power blackout when connected to the **nbn**<sup>™</sup> network?
- 3 Do you charge any additional fees when connecting to the **nbn**<sup>™</sup> network?

# Your action checklist

- Call **nbn** on **1800 227 300** or visit **[nbn.com.au/medicalregister](http://nbn.com.au/medicalregister)** and register your medical alarm.
- Call your medical alarm, autodialler or emergency call button provider for advice and to find out if your services will work on the **nbn™** network.
- Call your phone or internet provider and tell them you need the same Priority Assistance Service levels over the **nbn™** network (if applicable).
- Test your medical device and alarms are working after any changes are made.



## For more information

call **1800 687 626** or visit

**[nbn.com.au/medicalalarms](http://nbn.com.au/medicalalarms)**



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